

PRIVACY NOTICE

1. Who we are

The Engineering Council is the UK regulatory body for the engineering profession and is responsible for holding the National Register of Chartered Engineers (CEng), Incorporated Engineers (IEng) Engineering Technicians (EngTech) and Information and Communications Technology Technicians (ICT *Tech*). The Engineering Council is a registered charity number 286142, whose registered office is 5th Floor Woolgate Exchange, 25 Basinghall Street, London EC2V 5HA.

Definitions

'*Complaint*' – is an expression of concern, dissatisfaction or frustration with the quality, delivery or behaviour of the organisation or key stakeholders.

1.1 Contact details

The person responsible for data protection matters at the Engineering Council can be contacted:

- by email dpo@engc.org.uk
- by post to the above address
- or by telephone: 020 3206 0500

2. Personal Data

2.1 What is personal data?

Personal data is any information that can be used to identify an individual.

2.2 What personal data do we collect?

Dependent on the nature of the complaint, the personal data that the Engineering Council collects and processes about you could include:

- Full name
- Address
- Phone number
- Email address
- Engineering Council registration number
- Institution membership number

2.3 What we use your personal data for?

The personal data we collect will be used for the following purposes:

- To enable us to carry out investigations into your complaint.
- To provide a response and agree appropriate actions.
- To monitor statistics related to the nature of complaints received for internal usage.

2.4 What is the basis for processing your data

The processing of your personal data by the Engineering Council is conducted on the basis of legitimate interest in order to facilitate processes as outlined in 2.3.

2.5 **Special or sensitive data**

The Engineering Council may collect or process special categories of personal data or sensitive data depending on the nature of the complaint, such as race, ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, etc.

3. **Consent**

By consenting to this privacy notice, you are giving the Engineering Council permission to process your personal data specifically for the purposes identified above.

You may withdraw consent to the Engineering Council processing your personal data at any time by contacting the Engineering Council's Data Protection representative and requesting a form. However, if you withdraw your consent, we would not be able to investigate your complaint.

4. **Sharing your data**

The Engineering Council will not share your personal data with third parties, without first obtaining your consent.

5. **Retention**

The Engineering Council will continue to hold the record of your complaint for a period of 6 years. After such time these files will be securely disposed of.

6. **Your rights as a data subject**

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- **Right of access** – you have the right to request a copy of the information that we hold about you.
- **Right of rectification** – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- **Right to be forgotten** – in certain circumstances you may ask for the data we hold about you to be erased from our records.
- **Right to restriction of processing** – where certain conditions apply you may have the right to restrict the processing.
- **Right of portability** – you have the right to have the data we hold about you transferred to another organisation.
- **Right to object** – you have the right to object to certain types of processing such as direct marketing.
- **Right to object to automated processing, including profiling** – you also have the right to object to the legal effects of automated processing or profiling.
- **Right to judicial review:** in the event that the Engineering Council refuses your request under rights of access, we will provide you with the reason why. You have the right to complain as outlined in clause 8 below.

7. Subject Access Request

A Subject Access Request form and copy of the procedure can be requested from dpo@engc.org.uk or by writing to the Engineering Council's Data Protection Representative at the address given below.

Any of the above requests, if received, will be forwarded on, as appropriate, to any third party involved (as stated in 4 above) in the processing of your personal data.

8. Complaints

In the event that you wish to make a complaint about how your personal data is being processed by the Engineering Council (or third parties as described in 4 above), you have the right to lodge a complaint;

- directly with the Engineering Council's data protection representative; and/or
- the Information Commissioner's Office

The details for each of these contacts are:

	Supervisory authority contact details	Data protection representative contact details
Contact Name:	Information Commissioner's Office	Data Protection Representative
Address line 1:	Wycliffe House	Engineering Council
Address line 2:	Water Lane	5 th Floor Woolgate Exchange
Address line 3:	Wilmslow	25 Basinghall St
Address line 4:	Cheshire	London
Address line 5:	SK9 5AF	EC2V 5HA
Email:	casework@ico.org.uk	dpo@engc.org.uk
Telephone:	0303 123 1113	020 3206 0500

9. Data Security:

All data held or processed by the Engineering Council is held on a secure document management/storage system or in the case of paper records, in locked cupboards.